



Vacancy Announcement

Program Manager – English Education Program

The United States Peace Corps is a non-political, non-religious organization that will bring Americans to Viet Nam to serve as Peace Corps Volunteers. Volunteers will co-teach English language classes with Vietnamese teachers in secondary schools. The Peace Corps is serving in Viet Nam at the invitation of the Government of Viet Nam and working closely with Ministry of Education and Training with a goal to improve the English language skills of teachers and students. Peace Corps Volunteers commit to two years of service, will live with host families, and will support and co-lead additional school related activities in accordance with the school leadership. A new cohort of Volunteers will arrive each year. The Peace Corps was founded by U.S. President John F. Kennedy in 1961 to promote world peace and friendship.

General information about the Peace Corps can be found on www.peacecorps.gov.

Position Title: Program Manager – English Education Program

Opening Date: February 26, 2021

Submission Date for first review: March 22, 2021, Open until filled

Area of Consideration/Who may apply: All applicants must be a naturalized citizen or permanent resident of Viet Nam who are legally able to work within the country.

Point of Contact: Peace Corps Human Resources - PCVietNamJobs@peacecorps.gov

Market Value/Salary (per annum): US\$ 24,500– US\$ 36,739 + benefits

Period of Performance/ Length of Contract/ Work Schedule: *Definite term – five years/* Monday to Friday (40 hours per week). Peace Corps expects this contract to be continuing in nature for the contractor to perform under a series of sequential contracts, subject to the availability of funds.

Place of Performance: Peace Corps Viet Nam, Peace Corps office Ha Noi.

Security Level required: Local Security Certificate

Background information of the position

Under the supervision of the of the Director of Programming and Training (DPT), the Program Manager (PM) is responsible for: managing the program, program plan preparation; overseeing the implementation of the program, Volunteer site development, monitoring and evaluating program objectives, Volunteer technical training; providing Volunteer and host country counterpart support, and developing technical resource networks. The PM provides technical and cultural guidance to help Volunteers become self-sufficient in their work assignments. She/he serves as the primary contact for programming matters and Volunteer support, and coordinates work with other members of the Peace Corps staff, when needed. The PM also represents the Peace Corps to national, provincial, and local Government authorities as well as local host-country agencies as delegated by the Country Director (CD)/DPT.

The PM will be required to travel throughout the country to support training events, conduct site identification visits, provide direct support to Peace Corps Volunteers (PCVs), or to address other Peace Corps needs. During some months of the year, the travel schedule may be intense. The PM may be invited to travel internationally to participate in trainings or conferences for Peace Corps staff.

PMs must use a range of support and communication skills including active listening, interactive coaching, and timely and consistent follow through on requests for support and/or assistance and/or program adaptations. The PM should foster and develop personal and professional growth, celebrate accomplishments, promote best practices and consistently champion the efforts of all Peace Corps Trainees (PCTs), Peace Corps Volunteers (PCVs), and staff.

Qualifications

Required:

- Education/Certification: University Bachelor's degree in related subject or diploma from a teacher training college or institute in English language education.
- Minimum of 5 years of related work experience, inclusive of at least two years supervising or coordinating staff, faculty, or volunteers.
- Experience as a teacher, trainer, public speaker, or group facilitator.
- Experience working with the Vietnamese educational system at local, provincial, or national level.
- Experience living or working in multiple areas of Viet Nam (for example, northern and southern provinces).
- Proficiency in oral and written English and fluency in Vietnamese language.
- Familiarity with MS Office suite.
- Experience in two or more of the following areas:
 1. teaching English at a secondary school;
 2. representing/introducing programs to schools and government offices
 3. planning and implementing new programs;
 4. monitoring and evaluating programs;
 5. coordinating a team of staff, faculty, and/or volunteers;
 6. professional experience in multi-cultural environment with diverse groups of people

Preferred:

- Education/Certification: Master's degree (or higher) in related subject
- 8 years of related work experience, inclusive of at least two years supervising or coordinating staff, faculty, or volunteers.
- Experience managing multi-year programs or projects in the education sector.
- Relevant certifications or coursework in one or more of the following areas:
 - Teacher training
 - Adult education
 - Project Management
 - Youth/community development
 - Monitoring and evaluation
 - Intercultural competence
 - Vietnamese history, society, religions, culture, environment
- Experience living/studying/working outside of Viet Nam.
- Experience living or working in rural areas of Viet Nam.
- Experience coordinating a team of staff and/or volunteers, especially young professionals.
- Experience managing complex projects.
- Track record of working successfully in a multi-cultural environment with diverse groups of people.
- Experience designing and delivering presentations in English; facilitating group discussions in English.
- Experience designing and/or adapting existing curricula and associated lesson plans for target groups.

Duties and Responsibilities / Tasks and Deliverables

Support for Country Program

- Assures that the program under his/her responsibility complies with procedures and guidelines. Participates fully in the development of the Integrated Planning for Budgetary System (IPBS) plan for the Country Program.
- On a continuing basis, develops the program -- including updating relevant procedures and guidelines -- to serve the current needs of Viet Nam based on analyses of problems and changing situations, and formulation of appropriate goals and objectives. The results of these analyses should be reflected in Trainee Input projections, Program Plans and Frameworks, Project Status Reviews, Volunteer Assignment Descriptions, the Site Information Data Bank, and other relevant documentation.
- Ensures integration of Global Peace Corps cross-cutting priorities in all aspects of the program.
- Collaborates with Program and Training staff to promote informative and successful communication with relevant Peace Corps Viet Nam staff concerning site identification and development before placement of Volunteers, and thereafter concerning issues related to permanent sites as these may arise.
- As requested by the CD or the DPT, prepares background information on the country program and/or the project for use in external communications. Contributes to the preparation of reports on the country program as required by Peace Corps/Washington or for other publicity, informational, and promotional purposes.

- Assists in the discharge of fiscal responsibilities, budget preparations and submissions, and maintenance of budgetary controls as requested by the Director of Management and Operations (DMO). Collaborates with the DPT to make plans based on the understanding that Peace Corps budget allocations for his/her area of responsibility result from established program plans, and to make requests to the CD and the DMO for changes in budget allocations through provision of justification based on monitoring, evaluation, and analysis.
- Initiates and maintains close liaison with relevant Government of Viet Nam Ministries; other Government offices at the national, regional, and local levels; and other organizations working in related fields. Maintains lines of communication and correspondence (in host country official language(s) if appropriate) with host government and host agency officials.
- Contributes to the development and engagement of a Project Advisory Committee (PAC) to discuss the program's evolving needs and seek strategic guidance on project implementation.
- Promotes the Peace Corps' program through close liaison with government offices, non-governmental organizations, teaching institutions, and other organizations and institutions. Gives media interviews in local areas and speaks at professional conferences and other meetings to inform participants about Peace Corps. Formulates recommendations to the CD and DPT to improve and expand Peace Corps' positive publicity.
- Develops and manages a comprehensive and systematic approach to communication with partners drawing upon all forms of communication including e-mails, phone calls, the Peace Corps Viet Nam webpage, e-bulletins, social media, and regular mail to keep partners informed of Peace Corps Viet Nam news and activities
- Acts as Peace Corps' technical consultant in the negotiation of program agreements.
- Supports other teams as needed taking on back-up support responsibilities and carrying out duties and responsibilities of agreed upon positions when deemed necessary by the Country Director and/or Supervisor for the successful management of Peace Corps operations in Viet Nam.
- Performs other duties and completes special projects as assigned by the CD and/or DPT and in collaboration with other Peace Corps Viet Nam staff as necessary.

Program Management

The program is designed and implemented so that Volunteers and community partners collaborate closely on shared goals and objectives. The Program Manager collaborates closely with the programming and training staff, to ensure continuous improvement and innovation in the quality of the program and projects. Collaborative programming duties and responsibilities of the Program Managers include, but are not limited to, the following:

- Develops sites to assure that every PCV has the opportunity to work full time and to produce work outputs that have value to the assigned workplace and surrounding community.
- Develops and updates the project plan with input from PCVs, national, regional and local partners, to ensure response to community development needs and conform to the technical assistance possibilities of PCV service.
- Identifies and evaluates placement sites for Volunteers, and recommends workplace and housing sites that meet the criteria for Volunteer placement; ensures that the hosting workplace, homestay family, and community understand the Peace Corps program and are adequately informed and oriented to host a PCV.
- Recommends the best possible Volunteer assignment, housing, and site match based on a community's needs and resources, and individual Volunteer's experience and competencies.
- Analyzes PCV and community feedback (i.e., periodic reports, meetings with supervisors and counterparts, network meetings), and provides appropriate recommendations for project technical support and direction.
- Completes periodic and annual reporting on program status as required.
- Provides timely and substantive feedback to PCVs.

Training

Peace Corps conducts extensive pre-service training (PST) to prepare Volunteers for their technical assignment, as well as various in-service training (IST) events that provide Volunteers and their counterpart's updated knowledge and skills in technical and other areas. The Program Manager's duties and responsibilities in the area of training include, but are not limited to, the following:

- Designs and delivers (or oversees delivery of) technical training for Program Trainees and Volunteers (Pre-service, in-service, etc.)
- Through continuous monitoring and evaluation of trainings and Volunteer performance, and working collaboratively with training staff, ensures that Trainees and Volunteers have the necessary knowledge, skills, and attitudes to complete their assignments successfully.

- Identifies appropriate human and material resources for the technical training components of pre-service and in-service training programs.
- Solicits and analyzes Volunteer and Trainee formal and informal feedback to improve and augment training content and materials.
- Works closely with the Training Manager and other PC Staff to ensure that the technical training component is complementary with other training components.

Volunteer Support

Volunteers are provided ongoing project support that equips them to be self-sufficient and to have a productive and fulfilling experience at site. The Program Manager is the primary support and contact person for Volunteers. Volunteer support duties and responsibilities include, but are not limited to, the following:

- Provides technical advice and coaching on work performance and cultural adjustment.
- Carries out continuous PCV job performance assessments, which includes progress toward/fulfillment of Peace Corps Core Expectations of Volunteers.
- Identifies, creates, and informs Volunteers about skill-building and networking opportunities.
- Facilitates Volunteers' access to relevant technical materials and resources for their work.
- Provides advice and guidance to Volunteers, and as necessary, to homestay family members, to prevent, resolve or mitigate problems within the home; recommending and facilitating housing changes as needed.
- Assesses behavior and overall performance of each Volunteer and discusses work/housing/site related needs and problems. When appropriate, takes steps to assist in the resolution of Volunteer professional and/or personal problems using a Volunteer self-reliance promoting approach and in close collaboration with Director of Programming and Training, PC Medical Officer (PCMO), CD, or other applicable staff. She/he also collaborates with applicable staff when disciplinary action is required.
- According to PC guidelines, travels regularly and extensively within the country to visit Volunteers, observe their work, meet with homestay families, and establish and maintain working relationships with regional and local networks.
- Provides PCTs/PCVs with guidance either as a group or on an individual basis, through positive leadership, direct technical assistance, report feedback, and consultation.
- Collaborates with the Training Manager to develop on-going, self-directed training support for PCV use at their permanent sites.
- Maintain accurate and complete Volunteer program files and site history files on sites. Support program staff to organize information in a system that is comprehensive and sound;
- Recommends Trainees for Swearing-in as Peace Corps Volunteers, or as necessary, provides documentation to support a recommendation that a Trainee NOT be sworn-in.
- Arranges for Volunteer participation at events with partners to strengthen understanding of their work and interactions within their host communities

Standard Roles and Responsibilities

A. Occasional Money Handler (OMH): may be requested to courier cash and /or purchase orders to various vendors who furnish supplies and/or services to Pre-Service Training/In-Service Training sites, or other locations as directed by the Contracting Officer. The PSC may also be requested to courier cash to PC trainees or volunteers. The PSC will not be functioning as a procurement or disbursing official but will only be acting as an intermediary between the Contracting or Disbursing Officer and the recipient. In the case of dealing with vendors, the PSC will not exercise any procurement discretion concerning the supplies or services to be purchased or the cost limits of these purchases; these will be determined by the Contracting Officer.

B. Safety & Security:

All members of the Peace Corps team must be familiar with the Emergency Action Plan, their responsibilities in the event of an emergency, and with the procedures for reporting and responding to safety and security incidents.

The duties and responsibilities, particularly as they concern Volunteers and Trainees, include, but are not limited to, the following:

- Addresses safety and security proactively by ensuring appropriate assignments for Volunteers and adhering to Peace Corps site development policies and procedures.
- Identifies and immediately communicates Volunteer safety and security concerns or issues to the Safety and Security Manager (SSM) and the CD.

- Ensures prospective sites meet established programmatic and safety/security criteria (e.g., safe housing, a clearly defined assignment with an organization that shows real interest in working with a Volunteer, etc.). Reviews and references site history files when evaluating potential sites. Incorporates appropriate site-specific safety and security-related information into site history files.
- Ensures designated host country counterparts participate in counterpart orientation/training and are prepared to work with and support Volunteers, including their role in Volunteer safety and security.
- Maintains communication with each Volunteer and solicits periodic feedback, including information about Volunteer safety and security.
- Maintains a calendar of Volunteer site visits, and completes appropriate number of site visits to assess Volunteer progress, safety and security, and to provide technical guidance and moral support.
- Monitors Volunteer compliance with Peace Corps policies, especially related to safety and security, and initiates corrective action as necessary.
- Participates in the design and implementation of the Emergency Action Plan (EAP).
- Acts as Duty Officer as assigned: A Duty Officer is “on call” 24/7 for a one-week period, is restricted from travel during that period, and must be available through the Duty Officer cell phone at all times. The Duty Officer works closely with the Safety and Security Manager
- Is knowledgeable and supportive of Peace Corps safety and security policies and procedures, including the timely reporting of suspicious incidents, persons or articles.
- Participates in discussions to determine appropriateness of each prospective PCV site, and contributes to decisions regarding removal of a Trainee/Volunteer from a site.

Evaluation and Selection Criteria: Applications will be initially screened for eligibility in accordance with the required qualifications mentioned above. Those applicants who meet the required qualifications will be scored based on the preferred qualifications. Highest scoring candidates will be called in for an interviews, language and skills test (presentations, excel/word tests). Performance from all interviews and skills test will be considered as a whole package to ensure the best candidate is selected that meets the needs of the Peace Corps mission. Professional reference checks will be conducted for selected candidates.

How to apply:

Please submit the following in English by email (with your name and the position you are applying for in as the subject of the email) as one PDF file to PCVietNamJobs@peacecorps.gov:

1. Application Cover Letter
2. Curriculum Vitae (CV)

Closing date: Applications should be received ***6:00 pm Friday, March 22, 2021 for consideration in the first review.***
Position remains open until filled. Applications for one position maybe considered for any current open position.
No phone calls or personal visits related to this vacancy will be accepted. Only short-listed candidates will be contacted.

All applicants must pass a background/security investigation and a medical certification. Any contract offer with the US Peace Corps is contingent upon a candidate’s ability to secure the necessary certifications.

All applicants must be a naturalized citizen of the host country or must have the required work permit or documentation that permits the applicant to work legally in the country in order to be eligible for consideration.

The application must contain all the information necessary to demonstrate that the candidate possesses the education, experience, skills and language abilities required for this position.

Benefits and Allowances:

BENEFITS:

- One-month basic salary Tet Bonus
- Contribution to mandatory insurances pursuant to GVN’s law/ regulations including social insurance, health insurance and unemployment insurance.
- Coverage of additional health insurance 90% for incumbent and each eligible family member
- Annual and sick leave according to local labor law

ALLOWANCES (as applicable):

- Unique Condition Work allowance: 7% of Annual basic salary (upon annual review).

- Miscellaneous Benefits Allowance: US\$1,000 per annum or US\$3,000 per annum

The Peace Corps is both a federal agency and a vehicle through which American citizens offer needed assistance to people around the world and, in doing so, promote greater cross-cultural understanding between Americans and the people of the host countries. The fulfillment of the Peace Corps' mission to foster greater understanding among the world's citizens requires that we adhere to the highest standards with respect to equal employment opportunity for all Volunteers, employees, and applicants. The U.S. Peace Corps Vietnam will provide equal opportunity and fair and equitable treatment in employment to all people without regard to race, color religion, ethnicity, sex, national origin, age, disability, political affiliation, marital status, pregnancy and maternity or sexual orientation. The Peace Corps will also strive to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs. Discrimination based on factors that have no bearing on a person's ability to serve and perform his or her duties is not permitted and will not be tolerated.